



City of Los Altos

Job Description – Communications Officer

POA

Non-Exempt position

DEFINITION:

Under general supervision, the Communications Officer, as a member of the Police Department, transmits and receives information over the police and public works radio system; dispatches routine and emergency calls for service; types, records, and files information; handles emergency and non-emergency telephone calls utilizing complex technical aids, such as computer aided dispatch systems (CAD), and performs related work as assigned.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Receives emergency and non-emergency telephone calls from the public for police, fire, or other emergency services; determines the nature of the call and the resources necessary to respond.
- Monitors police radio communications; maintains contact with police units to track officer status and respond to need for additional resources; monitors various radio channels to keep abreast of county-wide police activities affecting the City and assist other county agencies with mutual aid.
- Prioritizes requests for police and other public safety services; determines availability and location of patrol units; transmits information and dispatches police personnel and equipment in response to calls; routes calls for fire and emergency medical assistance to the Santa Clara County Fire Department.
- Assists police personnel in the field by quickly and accurately researching and relaying criminal history information and other requested data.
- Communicates with callers to determine the nature of the call and provide appropriate assistance; maintains composure to ensure that complete and accurate information is transmitted to public safety and medical personnel.
- Screens non-emergency calls for service; provides requested information or directs callers to the proper person, department or agency.
- Updates and maintains electronic records and logs of data pertaining to calls and activities.
- Receives and coordinates requests for emergency Public Works assistance outside of the City's normal business hours (pertaining to full municipal services in Los Altos, and sewer maintenance requests in Los Altos Hills and the surrounding unincorporated areas).
- Act in the place of records staff for after-hours walk-in visitors to the Police Department.
- May assist with the training of new communications personnel.

MINIMUM POSITION REQUIREMENTS:

KNOWLEDGE OF: Standard office methods, procedures, software and equipment; Geography of the local area; General public safety communications practices; Principles of customer service.

SKILL AND ABILITY TO: Multi-task and prioritize; Efficiently use radio and other communications equipment; Communicate effectively, both orally and in writing; Analyze situations quickly and accurately; Maintain composure and work effectively under pressure; Understand and follow oral and written direction; Demonstrate initiative and exercise good judgment in the performance of duties; Establish, maintain, and promote positive working relationships with employees, other agencies, and the public.

EXPERIENCE AND EDUCATION:

Any combination of the listed experience and education requirements may lead to a qualifying application. A typical way to obtain the knowledge and abilities would be:

- Possession of a High School Diploma or G.E.D. equivalent is required.
- Completion of college-level coursework is highly desirable
- A minimum of one year of public safety radio dispatching and/or basic clerical experience is required
- Possession of Basic P.O.S.T. Dispatch Certificate is highly desirable and may be substituted for work experience
- Proof of successful completion of either the Criticall Dispatcher test with a passing score or the P.O.S.T. Entry-level Dispatcher Test with a T-score of 50 or above. (Lateral applicants that are currently employed as a Public Safety Dispatcher (non-probationary) do not need to submit proof of test scores, however a California POST Dispatcher Academy Certificate is required.)
- Possession of a typing certificate with a minimum of 50 wpm dated within one year of the application date must be included as an attachment.

IDEAL CANDIDATE POSSESSES THE FOLLOWING CHARACTERISTICS: Is highly professional, patient, respectful, and ethical; possesses excellent problem-solving skills; ability to multi-task in stressful situations. Communicates effectively and proactively both verbally and in writing. Enjoys working in a small town atmosphere with an engaged public, including merchants, property owners and residents.

PHYSICAL DEMANDS REQUIREMENTS AND GENERAL WORKING CONDITIONS: This position will require the ability to work rotating shifts on an on-going basis, including irregular hours on short notice. This position will also be assigned a uniform to wear during work hours.

COMPENSATION & BENEFITS: The salary range for this position ranges from \$96,677.49 up to \$117,512.10 annually. Placement within the range will be DOE. This is a full-time, non-exempt and represented by Los Altos Peace Officers' Association.

The benefits package offered by the City includes:

- Retirement: CalPERS retirement plan for Classic members is 2% @ 60 with employee paying a contribution of 7%. PEPPRA employees participate on a 2.0% @ 62 plan, with employee paying 6.75% of the retirement contribution. Benefits based on highest three years of compensation. The City does not participate in Social Security.

- Health Plans: Choice of HMO or PPO plans through CalPERS Health with most family plans covered at 100%. Employees who waive coverage may receive stipend of \$350 per month.
- Dental/Vision: City also offers a dental and vision reimbursement plan.
- Flexible Spending Plan: Dependent care and health care reimbursement plan available
- Deferred Compensation: Voluntary participation in either Nationwide or ICMA-RC
- Holidays: 10 annual holidays, plus one floating holiday
- Vacation: 10 days annually
- Sick Leave: Allowance of 12 days annually

EQUAL OPPORTUNITY EMPLOYER

The City of Los Altos is an equal opportunity employer and does not discriminate in employment on the basis of a person's race, religious creed, color, national origin, ancestry, mental or physical disability, medical condition, marital status, sex, age or sexual orientation. Candidates with a disability, which may require special assistance in any phase of the application or testing process, should advise City of Los Altos upon submittal of application. Documentation of the need for accommodation must accompany the request.

LIMITATIONS AND DISCLAIMER

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.